

South Lewisham Patient Participation Group
Minutes of Meeting 9th May 2019
at South Lewisham Group Practice

Present: Alex Camies, Chair (AC). Carolynne Batley, Secretary (CB). Elizabeth Jones, Committee (EJ). Marion Cox, Committee (MC). Rae Lee, Committee (RL). Elizabeth Atere-Roberts, Committee (ER). Janice Heredia, Patient Liaison Officer (JH). Pat Medford, Patient Services Manager (PM). Dr. Simon Parton, GP Partner (SP).

1. Welcome and apologies.

Committee Member Apologies: Denis Costello. George Gard. Doreen Fellingham.

Committee member Absences: Elizabeth Wellington.

2. Minutes from previous meeting 31.1.19

The minutes of the last meeting were agreed. (Proposed ER. Seconded RL).

3. Updates on action points from meeting Thursday 31st January 2019

a) AC to forward funding information to SP.

Actioned but on hold currently

b) Ac to provide information books for waiting area.

In Progress. Spreadsheet set up for various groups, organisations and useful websites & checked websites for changes then sent to SP, PM & General Manager for comment. SP said would be very useful info for GPs & patients & suggested putting details categories so can be put into information books but would need regular updating. **To meet with AC to discuss.**

c) AC to provide separate books for newsletter for waiting area.

AC said book files purchased and **newsletters to be printed and prepared.** SP suggested more than one. ER said people tend to remove sheets from book files & SP said could laminate to stop that.

d) AC to send draft Constitution wording changes to committee for approval

AC read out draft wording for comment. General discussion took place and agreed Committee Members to attend at least 2 meetings per year. If no apologies to send out changes to draft Constitution to Committee for approval. Finally agreed that members must attend at least two meetings each year. If no previous apologies are tendered then at the discretion of a quorate committee that person can be removed from the committee. **AC to redraft and send to Committee for approval.**

e) All group to look out for interesting items for newsletter & provide to AC.

AC said time for another surgery newsletter & please send any **interesting items either local or national** for inclusion. This can consist of recipes, jokes, websites or suitable short items etc. relating to health & wellbeing for patients. AC said has notepad with her when watching TV so can note items of interest.

f) PM to update surgery website regularly.

PM said does when time allows and will help if check and pass on information regularly as things need changing. AC suggested that perhaps **JH could be shown how to update PPG section** as the previous officer did to help & PM & JH agreed.

g) Volunteers for tea/coffee/chat for support group once set up.

AC informed group that the first coffee morning took place on 21st April with 8 people attending including DC, GG & MC & to discuss in more detail as on agenda as problems re dates now.

h) **AC to email Ageing Well re diary dates for support group.**

See item 4.

i) **SP/PM to arrange 'empowering' training for staff.**

PM said started and ongoing.

j) **AC to email DL re group PPG meetings.**

PM said Jenner PPG would like to join our next meeting. She said Jenner Practice have a meeting in July & suggested we attend that but not sure if Bellingham Green have enough interest. Short discussion took place & agreed good idea to have Modality group PPG meetings at least once a year. All committee agreed willing to attend & PM to provide meeting details.

k) **PM to provide AC with GP and nurse email addresses.**

Actioned. AC now to forward any useful information received.

l) **AC to send reminder to member re telephone survey completion.**

Actioned. See item 5.

m) **PM to collate cross section of patients & ask them to complete telephone survey.**

Actioned. See item 5.

n) **AC to regularly update telephone survey spreadsheet for surgery.**

See item 5.

o) **PM to arrange on procedure for scanning hospital prescriptions immediately on receipt noting who dealing.**

PM to arrange a procedure for scanning hospital prescriptions when received & note who is dealing with them. This will be ongoing with further details at the next meeting.

p) & q) **GG to attend Pan Lewisham PPG meeting on 15.1.19 & report back.**

Unfortunately GG was absent and this was deferred until next meeting. AC to liaise with DL re items of interest at pan Lewisham PPG.

r) **AC/PM to arrange future PPG meetings to start 12.30pm.**

Actioned for this meeting. See item 6.

s) **PM to arrange badges for new Committee Members.**

Not actioned. PM took note names and to arrange badges to be used at surgery events.

4. **Golden Age coffee morning collaboration with Ageing Well**

Ac said Golden Age coffee morning was arranged for the third Tuesday in the month however the monthly entries for it had been overlooked in Health Centre diary & Desmonds had now booked May, June, August and November. PM said had asked Desmonds if they could change dates but not possible. Now need to find a new area to hold the meetings or would have to change dates but unfortunately Ageing Well have already printed leaflets and the event been advertised. Discussion took place & agreed it would be easier for people to remember if say 1st or last Tuesday of each month with 1st Tuesday being preferable. AC to contact Ageing Well to ask if they could change. In the meantime SP suggested the May coffee morning be held in the surgery meeting room which although not ideal preferable to cancelling as he is eager to continue the event. AC to contact Ageing Well to inform them those wanting to come along will have to check in at reception & be shown room.

5. **Telephone survey**

AC said 62 people so far have completed the survey. JH said forms still in waiting area & SP said would like more responses so to continue to encourage patients to complete form. AC then to update spreadsheet. SP said a lot of useful information

obtained & advised committee not to rush into a solution as there is to be a surgery meeting to discuss the appointment system and the telephone survey will be useful and tie in with that. Short discussion on results took place. SP said it appears from the survey that the telephone is the most used for appointments & unacceptable waiting times to get through so need to look at that & the message & options given.

6. PPG meeting times

AC said had members ask for earlier time for meeting which we had done with this meeting but also had people ask for evening times to allow people to attend after work. Discussion took place & generally agree that as we have 4 meetings a year that we had one meeting on the day of a late surgery say 6.30 – 8pm but this would need to be during summer months due to daylight times. We could then hold 1 meeting on a Saturday morning when the surgery has a chronic illness morning & the others then at 12.30. It was then hoped this would make it possible for all members to attend at some time during the year. AC to email PPG members for opinion on times & days.

7. AOB Elizabeth Jones -

LJ said went to reception to register her 6 year old grandson as a temporary patient again as he needs access to a doctor. She explained that he stays with her regularly & needs access to a doctor. Said had registered him last year as a temporary patient access to a doctor. On his last visit was refused registration at reception so had to take him to Lewisham hospital & asked why surgery not taking temporary patients. SP apologised & that should not have happened & the surgery does take temporary patients so reception staff need to be made aware & SP/PM to ensure right guidelines in place.

LJ asked if she was able to update husband's prescriptions on line as he was unable to do it for himself. She also was told at reception that to get her husband's hospital prescription they both have to register in person with ID etc. & queried this. SP to check procedures & protocols on this.

Next PPG meeting may be at the Jenner Practice in July but PM said will provide the date as soon as possible. Everyone was thanked for attending. AC was given a "welcome back" bunch of flowers after her time in Lewisham hospital for which she thanked all concerned.

ACTION POINTS

- a. AC & Dr SP to meet to discuss groups/organisations spreadsheet for information books.
- b. AC to print back copied of for waiting area information books.
- c. AC to redraft Constitution wording as discussed and send to Committee for approval.
- d. All group to look out for interesting items for newsletter and provide to AC.
- e. PM to train JH on updating update PPG section of surgery website.
- f. PM to provide AC with Modality group PPG meeting details.
- g. Ac now to useful information for patient to all GPs & Nurse.
- h. PM to arrange a procedure for scanning hospital prescriptions when received and note who is dealing with them.
- i. GG to report back re Pan Lewisham PPG meeting.
- j. PM to arrange badges for new Committee Members – RL, MC, EJ & CB.
- k. AC to contact Ageing Well to ask if they could change dates of Coffee Morning.
- l. SP to update re surgery meeting to discuss the appointment system and the telephone survey.
- m. AC to email PPG members for opinion on times and days for PPG meetings .
- n. AC to ask attendees to check at reception where meeting for coffee will be.
- o. SP/PM to ensure right guidelines in place regarding registering temporary patients.
- p. SP to check procedures/protocols on regarding updating/ordering hospital prescriptions for another person.